

# Curated Amenities and Lifestyles

for Florida Condominiums, Communities,  
and Community Development Districts



**FirstService**  
RESIDENTIAL

**Making a Difference. Every Day.**





**Creating Best-in-Class**  
Lifestyle Experiences for Residents





In today's dynamic environment, residents of managed communities and community development districts (CDDs) expect residential experiences similar to those offered at full-service hotels and resorts.

How do you develop and execute a resort-style experience for the residents in your community?

At FirstService Residential, our best-in-class leaders and experts partner with residential developers as well as CDDs, condominium and community association boards of directors and residents to transform their vision into high-quality programs, services and amenities that support resort-style living and enhance the value of their communities.

Our in-house team consists of seasoned professionals in food and beverage operations – front of house and back of house, hospitality-style service, technology and security services, amenity operations, lifestyle activations, sports programming and event planning.

# It Takes More Than One Person...

With expertise in award-winning hospitality, amenity management, and lifestyle programs throughout Florida, FirstService Residential's Community Solutions team provides lifestyle management services designed for every type of community – from active adult communities and amenity-rich CDDs in Jacksonville to high-rises in Miami.

As your community's lifestyle needs evolve, our Community Solutions team can provide your residents with unmatched amenity management and lifestyle solutions, designed to fit resident preferences, solidify your reputation and even create additional revenue opportunities.







# The Value of Residential Lifestyle Services and Programs

Whether you are part of a high-rise, active adult neighborhood or single-family home community, amenity and lifestyle services and programs are the key to a thriving and desirable community. Communities with amenities like golf courses, restaurants and spa facilities, and that offer frequent and unique events provide an unmatched resident experience and enhanced property values.





# FirstService Residential Lifestyle Services and Programming

FirstService Residential delivers best-in-class lifestyle amenity management services and solutions to some of the most notable condominiums and communities in Florida and throughout North America.

## Concierge and Front Desk



Traditional concierge services may look different today (as residents can make reservations or request an Uber directly from their smartphone), but residents of Florida properties still expect personalized service from the minute they walk through the door. To that end, FirstService Residential provides communities the right level of service and staffing to meet their specific lifestyle needs.

## Hospitality Program

FirstService Residential's Residential Hospitality Program™ was adapted from the practices of world-class hotel brands, presenting a holistic approach to creating an unmatched service culture. The Residential Hospitality Program is the first of its kind developed by a property management company to meet the specific service expectations of the most discerning residential clientele.





## Restaurants & Dining



On-site restaurants and room service not only allow for a great resident experience, but also provide a source of revenue that boards can invest back into the community. Selecting the right kind of dining experience (such as a healthy café or a formal Italian restaurant) for your community and residents is key.

## Spa, Fitness & Wellness

Many amenity-rich communities go beyond offering traditional gyms with standard equipment. Resort lifestyle communities provide multiple health and fitness options, including spinning studios, full-service spas and salons, yoga and meditation rooms, and more. FirstService Residential curates health and fitness options that align with residents' values and fitness needs.





# Golf & Sports Programs

Prestigious golf courses and sports facilities (such as tennis courts or Olympic-sized swimming pools) are often the defining trait of a thriving resort lifestyle community. Communities that invest in these amenities and lifestyle offerings can create additional revenue opportunities and build interest from new homeowners.



“FirstService Residential provides a support system for my community in Winter Garden to share experiences and ideas that help me better serve my community.”

—TIM GESING, Lifestyle Director,  
Independence Community Association





# Customized Resident Events



Events are a vital part of a healthy community, as they bring residents together to mingle with one another, celebrate milestones and enjoy common interests. FirstService Residential develops, plans and manages memorable events, customized with the area's local flavor and reflecting the specific needs and interests of your community, such as whiskey tastings, holiday gatherings, farmer's markets, book clubs, outdoor movie nights, and so much more.



“Connecting with peers to share best practices is a huge advantage when creating a calendar of events and building lifestyle programming for my community in Naples. Understanding what other FirstService Residential-managed communities are doing and collaborating with other lifestyle experts helps us build and deliver a first-rate lifestyle experience.”

— Tina Raymond, Lifestyle & Communications Director, The Quarry



## Waterparks & Splash Pads



Many communities think beyond a swimming pool when it comes to their aquatic lifestyle offerings. FirstService Residential helps lifestyle communities scope out, develop and maintain large waterpark and splash pad projects, with the goal of creating a fun and family-friendly experience.

## Kids' Clubs

Family-friendly communities need spaces for children to be creative and active. By investing in kids' clubs offering arts and crafts, sports programs and games, communities can strengthen their reputation as a place for young families to grow and thrive.



## Pet Programs



From pet spas and training classes to fully equipped dog parks, a strong pet program is essential for lifestyle-oriented communities. FirstService Residential helps communities assess their resident needs and pet population and determine what solutions would work best for the community.



## Technology & Innovation



As more consumers shop online, make reservations on a website, and order food from a mobile app, lifestyle communities must incorporate technology in their offering. FirstService Residential identifies user-friendly and innovative solutions for residents, including websites, apps, mobile package services, and amenity reservation systems.

## Partnerships

FirstService Residential curates local partnerships to bring the fabric of the community to the properties it manages – everything from special membership pricing at local gyms and museums to private events at exclusive area restaurants.





# One Property Management **Partner.** Endless Resident **Lifestyle Solutions.**



As the leader in Florida property management and amenity lifestyle management services, FirstService Residential guides communities in elevating the quality of their resident experience, their reputation and property values through curated programs, events and amenities.

Learn more about how the FirstService Residential team can help you discover the right amenities and offerings for your community's residents.

**Click and enjoy our video to envision how FirstService Residential can elevate the resident lifestyle in your community.**



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